

# ISO 9001 Registration Project

## Status Report for April 1998

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### Status, Progress, and Accomplishments

#### Project Schedule

- The Project is about six months late getting final drafts for Center level Procedures (GPGs). The 24 GPGs considered complete and ready for use are on the web site. Some fine tuning has been done in several but no major changes have occurred for months.
  - A draft of GPG 5100.2 *Supplier Performance Evaluation* was posted on the web site. A serious question was posted to Code 210 as to who is in charge of a the database proposed for supplier performance data. No response to date but the answer needs to be pursued if more schedule problems are to be avoided.
  - A draft of the GPG 1410.1 *GSFC Directives Management System* was received from Code 230 but has not been posted. A review showed distinct differences from previous procedures that need to be resolved before a more final version is created and posted on the web site. The online system is also in question at this point and will be pursued with Code 230.
- Directorate and lower level procedure development began several months late but is now proceeding in earnest with the distribution of the 2/25/98 memorandum to the directorates. The instructions included a request for a list of directorate QMS documents to be provided by March 30 and a plan for a completion date of June 30, 1998. This is three months later than the original completion date of March 31.
- No change has been made to the original planned completion date for Work Instructions (September 30, 1998).
- A QMS schedule of events was prepared and distributed to the QMSC, adding some more detail to the overall Project schedule. It is posted on the web site and at the end of this report. It presumes that the GPGs will be signed by the Director by June 1, 1998.

#### Institutional Budget

- The IPC granted the Project a budget that includes money for electronic systems development, ADP and AV equipment, PAO services, consultant services, and registrar services not covered in the LeRC contract with DNV.
- The money was received in April and two PRs for data systems constructed, one for Unisys support of the web site and a second to Code 255 for development of the NCR/CA system.

### QMS Web site

- The web site restructuring continued, showing the change from a ISO 9001 or Project site to the Center's Quality Management System site with directives, tools, and information. The QMS tool kit is now showing the Audit System, Nonconformance Reporting System, and Supplier Evaluation System as under construction.
- A NEWS ticker tape was added to show some of the breaking stories and events related to the QMS.

### Communications, Publicity, and Awareness

- The Project met with PAO to revisit it's support of requirements for graphics and printing services.
- PAO prepared badges for ISO 9000 Registrar Escorts and Internal Auditors. Unfortunately, the work order got somewhat confused and only Internal Auditor badges appeared with apparently the wrong wording. Although there are two colors, as originally specified. Will have try again.
- PAO is working with their contractor on a couple of posters advertising the QMS web site and a QMS decal.

### Training

- The Project and Code 114 arranged two more 3 day sessions for Internal Auditors to complete training of the initial pool. The Project notified the directorates and offices of the specific individuals who need to attend, requesting that either the identified personnel or a substitute be sent to one of the sessions. The course dates are May 26-28 and August 5-7, 1998.
- The Center sponsored 5-day Certified Lead Assessor class originally scheduled for May was cancelled.
- A request for nominations for a HQ sponsored Certified Lead Assessor class at the Hagerstown facility was sent to all directorates. Code 114 is coordinating the response to Code Q.

### Center-level Procedures

- The current number of GPGs generated under the purview of the QMS Council will rise by two to 27.
  - A multi-directorate committee headed by Code 400 is working on turning the Code 400 Project Management Handbook into a Center level document that both responds to NPG 7120.5A and can be used by all Center projects, irrespective of management location and size.
  - Code 300 is preparing a GPG to address requirements for delegation of inspection authority to other government agencies. This is a rewrite of an existing Code 300 procedure that requires Code 200 and Project acquiescence and support.

- GPG 1410.1 *GSFC Directives Management System* – The draft prepared and submitted by Code 230 has been partially reviewed by the Project. A meeting is set for early May to discuss it and the differences between it and earlier versions. The discussion will also include the online system requirements.
- GPG 5100.2 *Supplier Performance Evaluation* – A draft was posted on the web site. A discussion is needed to determine how the related database will be handled and by whom.

### Directorate and Lower Level Procedures

- As previously reported, on 2/25/98 the Project sent a memorandum and a follow-up e-mail to all directorates and several Code 100 offices requesting that they develop an aggressive approach to procedure development. A copy of the recommended approach, the above mentioned planning document, and a summary of the new Center directives management requirements was enclosed. Requests were made for each addressee to provide the Project with a list of the procedures needed by March 30, to establish an electronic master list of the information about the procedures by March 30, and to provide a completion schedule reflecting a June, 1998, completion date.
- In the intervening time, Project personnel have attended many meetings and taken numerous phone calls with many offices to offer advice and comfort. Apparently, everyone is working quite hard on meeting the schedule.
- As of this date (5/5/98), tentative lists of QMS procedures were received from Codes 110, 150, 180, 200, 300, 400, 500, 600, 700, and 900. It is expected that the Code 700 list is not yet complete, as STAAC addressed only project management activities. Codes 180 and 800 have talked with the Project, indicating that they are working on this effort.
- It was work on the directorate level documentation that led to the addition of two new GPGs. Conversations between the Project and Codes 400 and 700 indicated a need for a joint document, thus a GPG, to control project management. Code 300's review of their existing documents led to a recommendation that delegation of inspection required cooperation from the projects and Code 200, leading to another GPG.
- The Project is posting the lists of PGs and WIs on its website as a service to the groups looking for clues on how to proceed, people to call, things to plagiarize, etc.

### On-line Electronic Systems

- Directives Management System – Code 230 and Code 255 are working on an adaptation of the ARC-developed system for managing directives. According to Code 255, the Center will host the ARC system that most Centers will be using and they will be charged with its care and feeding. It currently lacks several desirable, if not absolutely necessary, features and is seriously flawed in several areas. A status and progress report to the Project will occur in early May.

- Nonconformance Reporting and Corrective Action (NCR/CA) – the Project met on several occasions with Code 255 regarding a web-based application for NCR/CA. The business flow, users, privileges, and other aspects have been decided upon, a PR (\$97k) written and signed, and Code 255 is working to deliver the system by October 1, 1998.
- Internal Audit System – The Project provided Code 255 with a business flow and flowchart for the internal audit system. Code 255 is preparing a work estimate with October 1, 1998 as the projected delivery date.
- Supplier Performance Database – Code 210 proposes such a database as the repository for information on supplier performance. No proposal was made as to who should develop, maintain, and operate it, although it looks to be a Code 200 responsibility, since it contains a raft of sensitive contract information. The Project sent a letter requesting recommendations or suggestions on April 28 but hasn't received a reply to date.

### Audit Office

- The Project has started work on establishing an Audit Office to manage and implement the Center's internal and supplier audit system. The expectation is that the office will be in Code 300 (although that's not necessary and perhaps not good), and will have five full time positions:
  - Chief/Audit Coordinator, to manage the office, keep the internal audit schedule up to date and moving, work with the Registrar, make Lead Auditor assignments, coordinate supplier audits with the projects, and prepare management reports.
  - Lead Auditor (4 positions), to manage and lead internal audits and audit teams, perform some of the supplier audits, and to conduct closeout and follow-up.
- Internal audits will use only Lead Auditors and Auditors who meet the minimum qualifications set out in the GPG. Supplier audits will be a combination of folks who may or may not be qualified as auditors.

### **Issues and Concerns**

- The Project schedule is about six months behind the original schedule, assuming that there are no fundamental flaws in the posted GPG drafts. Significant management support needs to be applied to the development of directorate and lower level procedures if the April 1999 date for the registration audit is to be met.

## **Quality Management System Schedule**

<b>DATE</b>	<b>EVENT</b>
June 1, 1998	GPGs (Center-Wide procedures) and Quality Manual approved by Center Director
June 15, 1998	GPGs and Quality Manual reviewed by Registrar
June 30, 1998	GPGs/Quality Manual revised and approved, as necessary, as a result of Registrar review  PGs (Directorate-Level procedures) approved and under document control
September 30, 1998	WI's (Work Instructions) approved and under document control
October 1, 1998	Launch of web-based systems for documenting and tracking audits, nonconformances, and corrective action  Begin internal audits of Quality Management System
December 31, 1998	Registrar Pre-Assessment Audit completed
March 31, 1998	Pre-Assessment Corrective Actions identified, implemented, and follow-up performed
April 1998	Registration Audit (probably 2-5 days in length)